

## ABSTRACT OF THE DISCLOSURE

The present invention provides a communication assistance process that is

5      performed by a communication assistance device connected to a plurality of user terminals via a network. The communication assistance process includes the steps of:

          receiving communication data transmitted from the plurality of user terminals;

          acquiring assistance data that serves to assist communication between the plurality of user terminals;

10       determining whether or not voice data is included in the received communication data;

          determining whether or not voice data is included in the assistance data;

          adjusting the sound volume of voice data in the assistance data if it was determined in the communication data determination step that voice data is included

15       in the communication data received from the plurality of user terminals, and it was determined in the assistance data determination step that voice data is included in the assistance data; and

          providing assistance data that includes sound volume adjusted voice data to the plurality of user terminals.

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